Superior Court of California - County of Calaveras

COURT OPERATIONS MANAGER

CLASSIFICATION: 1006
POSITION TYPE: MANAGEMENT, FULL-TIME
FLSA: EXEMPT

POSITION DEFINITION

Under the administrative direction of the Court Executive Officer (CEO), the Court Operations Manager is a first-level management position responsible for planning, organizing, coordinating, supervising, and participating in the daily operations of one or more assigned court divisions, operational units, or administrative functions. The incumbent exercises independent judgment, initiative, and accountability within established authority; provides direct supervision and technical guidance to staff; and demonstrates sound decision-making and adaptability to changing operational needs while ensuring the efficient delivery of court services in compliance with applicable laws, rules, policies, and procedures. Responsibilities may include performing operational duties as needed to maintain court services, resolving complex issues, implementing process improvements, and supporting broader court initiatives. Assignments may vary based on the Court's operational needs and priorities. This position primarily requires on-site attendance.

DISTINGUISHING CHARACTERISTICS

This classification is part of the Court's Management Job Family and is distinguished from higher-level management positions by its direct oversight of assigned divisions, operational units, or administrative functions rather than court-wide senior management responsibilities. As a first-level working manager, the incumbent supervises assigned staff, coordinates daily operations, addresses performance concerns, and makes routine operational decisions within established policies and delegated authority.

A key responsibility of this classification is maintaining clear, effective communication with the Court Executive Officer and Presiding Judge regarding operational decisions, concerns, and potential impacts. Working in collaboration with senior leadership, the incumbent implements established strategic goals and operational priorities, utilizes available technologies and resources, and provides direction to staff to ensure efficient and effective court services.

The position reports directly to the Court Executive Officer and operates within the management authority established by the Court's Personnel Manual, including matters requiring CEO approval.

SUPERVISION RECEIVED AND EXERCISED

Exercises full first-line supervision of assigned employees, including work assignment, scheduling, coaching, performance evaluation, and recommending or administering corrective action within delegated authority and Court personnel policies. Resolves routine operational and employee issues at the lowest appropriate level. Refers allegations of unlawful discrimination, harassment, retaliation, accommodation requests, protected leave, serious

misconduct, significant safety concerns, and matters beyond delegated authority promptly to HR and/or the CEO under Court procedures. The CEO retains authority for courtwide policy, major resource decisions, and other matters not delegated.

ESSENTIAL FUNCTIONS

The Court retains the discretion to assign or reassign divisions, functions, duties, and responsibilities consistent with the classification and operational needs. The position requires an adaptive mindset and primarily on-site attendance to support court operations, staff supervision, and judicial services. As a first-level working manager, the incumbent is expected to exercise sound judgment, make timely decisions, establish clear expectations, hold employees accountable, resolve operational challenges, and lead by example while remaining actively involved in daily court operations.

Essential Duties and Responsibilities

- Plans, organizes, supervises, coordinates, and participates in the daily operations of assigned court divisions, administrative functions, or operational units. Assigns and reviews work, monitors workloads, coordinates staffing coverage and cross-training, and makes routine operational adjustments within established priorities and delegated authority to ensure continuity of court services.
- Provides direct supervision to assigned non-judicial staff, including participation in recruitment and selection, employee orientation, training and development, performance evaluations, coaching, and professional development.
- Establishes clear performance expectations, monitors employee progress, provides ongoing constructive feedback, recognizes strengths, addresses performance concerns promptly, and documents deficiencies and follow-up actions. Ensures required probationary and annual performance evaluations are completed within established timelines and submitted for CEO and Human Resources approval before discussion with employees. Coordinates appropriate corrective or disciplinary actions with Human Resources in accordance with Court policies and delegated authority.
- Plans, coordinates, and monitors employee training and development, including probationary training, ongoing skill development, and cross-training. Ensures employees receive appropriate guidance, support, and available resources to perform assigned duties effectively. Identifies and develops subject matter experts (SMEs) among assigned staff, promotes knowledge sharing, verifies employee understanding, and follows up to support consistent performance and service continuity.
- Serves as a primary operational subject matter expert within assigned court operations, maintaining comprehensive knowledge of applicable laws, rules, procedures, case processing requirements, and case management system workflows. Provides technical guidance, researches complex operational questions, and supports accurate and consistent application of established requirements.
- Exercises independent judgment and makes timely decisions within delegated authority to resolve routine staffing, workflow, and service-delivery issues. Research complex matters, evaluates available options, identifies potential impacts, and presents recommendations to the Court Executive Officer (CEO) when higher-level review or approval is required.
- Implements and monitors established Court policies, operational procedures, and performance standards. Identifies areas for improvement and recommends procedural changes consistent with established Court priorities.
- Research and applies applicable statutes, California Rules of Court, Calaveras Local Rules, administrative directives, and Court policies affecting assigned operations. Monitors legislative and regulatory changes,

identifies operational impacts, collaborates with appropriate departments to implement approved updates, and verifies that required procedural, system, and training changes are incorporated into assigned operations.

- Maintains a working knowledge of the Court's case management system (CMS), including operational workflows, case processing requirements, system functionality, and reporting needs. Research operational requirements, identifies processing deficiencies, and collaborates with Information Technology (IT) to evaluate, test, and validate approved system changes to support accurate case processing and compliance.
- Monitors case flow, case processing accuracy, statutory deadlines, workload distribution, service levels, and backlogs within assigned divisions. Investigates errors, addresses deficiencies within delegated authority, and recommends corrective measures when additional approval or resources are necessary.
- Develops, reviews, and maintains operational procedures, desk guides, training materials, and workflow standards, subject to required approvals. Ensures training materials reflect approved procedures and requirements and are consistently applied within assigned operations.
- Reviews operational processes and workload information to identify inefficiencies, recurring problems, and opportunities for improvement. Researches potential solutions, recommends practical improvements, implements approved changes within assigned operations, and monitors results.
- Works collaboratively with Human Resources, Fiscal, IT, Facilities, Self-Help, and other Court divisions, judicial officers, and justice partners to address operational needs, coordinate resources, resolve issues, and support effective court services. Communicates operational requirements and follows through on assigned responsibilities to ensure coordination across departments.
- Maintains timely and effective communication with the CEO regarding significant operational concerns, staffing challenges, compliance risks, proposed solutions, and matters requiring executive direction or approval. Provides researched information, identifies potential impacts, and presents recommendations to support informed decision-making.
- Responds to escalated customer-service concerns, procedural questions, and operational issues within assigned divisions. Provides guidance to staff, assists with daily operational duties when necessary, and maintains professional working relationships with judicial officers, attorneys, justice partners, and the public.
- Monitors the availability and use of approved staffing, equipment, and operational resources within assigned areas. Ensure employees have access to available tools, information, and resources necessary to perform assigned duties; identifies deficiencies and recommends additional resources or expenditures for appropriate approval.
- Participates in assigned operational projects, legislative implementation activities, procedural updates, and CMS improvements. Coordinates assigned operational tasks, monitors progress, follows through on required actions, and communicates implementation concerns or matters requiring additional approval.
- Collects, reviews, and verifies operational statistics, CMS information, and required reports within assigned areas. Identifies discrepancies, coordinates corrections, and assists with Judicial Council reporting requirements when assigned.
- Participates in meetings with management, judicial officers, justice partners, governmental agencies, and other stakeholders concerning assigned operational matters, as authorized.
- Performs other related duties and special assignments consistent with the responsibilities of a first-level working manager, as assigned.

KNOWLEDGE, SKILLS, AND ABILITY
KNOWLEDGE

- Principles and practices of first-level supervision, employee development, performance management, coaching, and accountability.
- California trial court operations, case processing, courtroom procedures, case flow management, and administrative functions.
- Applicable statutes, California Rules of Court, local rules, Judicial Council directives, and Court policies governing assigned operations.
- Court organizational structure, administrative processes, reporting relationships, and delegated management authority.
- Methods for researching legislative and procedural changes and evaluating their operational impacts.
- Court case management systems, electronic filing, document management, and related technologies, including operational workflows, processing requirements, data accuracy, and reporting functions.
- Principles of workload management, quality assurance, operational analysis, and process improvement.
- Employee training methods, workplace safety, confidentiality, records management, and customer service practices.
- Basic budget monitoring, resource allocation, purchasing procedures, and expenditure controls applicable to assigned operations.
- Standard office equipment and business applications used in court operations.

SKILLS & ABILITIES

- Demonstrate effective first-level supervisory, coaching, conflict resolution, and interpersonal skills, including the ability to provide and receive constructive feedback, identify employee strengths, develop subject matter expertise, and promote knowledge sharing and cross-training.
- Identify operational issues, analyze alternatives, recommend improvements, and implement effective solutions.
- Coordinate projects and operational initiatives, including improvements to processes, technology tools impacting assigned work areas.
- Monitor unit performance and service levels; recommend and implement adjustments to meet workload needs and improve service delivery.
- Communicate clearly and professionally, both orally and in writing, including preparing accurate reports, correspondence, instructions, and operational guidelines.
- Research, interpret, analyze, and apply complex information, including applicable laws, regulations, Judicial Council directives, policies, and operational requirements.
- Identify operational problems, evaluate alternatives, assess potential impacts, and develop practical solutions.
- Understand and work effectively within the Court's organizational structure, reporting relationships, and delegated authority.
- Establish and maintain collaborative working relationships with employees, judicial officers, executive leadership, other Court departments, justice partners, and the public.
- Organize and prioritize competing responsibilities, coordinate assigned projects and activities, adapt to changing operational needs, and meet established deadlines.
- Demonstrate technical aptitude, analytical skills, and attention to detail when learning, evaluating, and using court technologies and information systems.

- Maintain confidentiality, exercise discretion, and model professionalism and ethical conduct consistent with the Court's values and Code of Ethics.

MINIMUM QUALIFICATIONS
QUALIFICATION GUIDELINES
Applicants must meet one of the following education and experience patterns. Qualifying experience must demonstrate progressively responsible work in court operations, judicial administration, or a comparable administrative environment, including knowledge of administrative practices, case processing, staff supervision, and organizational functions.

PATTERN I:
- **Education:** High school diploma or GED equivalent.
- **Experience:** Seven (7) years of progressively responsible experience in court operations, judicial administration, or a comparable administrative environment, including at least two (2) years of supervisory experience involving staff oversight, workflow coordination, training, and performance management.

PATTERN II:
- **Education:** Associate's degree from an accredited college or university in court administration, public administration, business administration, criminal justice, or a closely related field.
- **Experience:** Six (6) years of progressively responsible experience in court operations, judicial administration, or a comparable administrative environment, including at least one (1) year of supervisory experience involving staff oversight, workflow coordination, training, and performance management.

PATTERN III:
- **Education:** Bachelor's degree from an accredited college or university in court administration, public administration, business administration, criminal justice, or a closely related field.
- **Experience:** Five (5) years of progressively responsible experience in court operations, judicial administration, or a comparable administrative environment, including at least one (1) year of supervisory experience involving staff oversight, workflow coordination, training, and performance management.

LICENSE OR CERTIFICATIONS REQUIRED: None

TYPICAL WORKING CONDITONS
This position operates within a professional office setting characterized by a controlled climate and variable noise levels.

GENERAL INFORMATION
CONDITIONS OF EMPLOYMENT
- Conditional Offer Requirement: Employment is contingent upon successful completion of a fingerprint-based criminal background check conducted after a conditional offer of employment, in compliance with California's Fair Chance Act.
- Reference checks will be conducted prior to appointments to verify employment history and suitability for the position.

- Driver's License & Travel: Employees may be required to travel for off-site training or other Court-related business. Employees authorized to drive on Court business must possess a valid California driver's license and comply with applicable Court vehicle-use and insurance requirements.
- Personal Vehicle Use: Employees using personal vehicles for court-related business are provided with liability coverage during the scope of their employment. Reimbursements for additional costs incurred due to business use, in accordance with the California Labor Code §2802, will be honored when applicable.

CONVICTIONS

Felony or misdemeanor convictions may disqualify an individual from employment with the court. In accordance with applicable laws, including the California Fair Chance Act, the court will conduct an individualized assessment of each case. This includes consideration of the nature and gravity of the offense, the time that has elapsed since the offense, and its relevance to the duties of the position.

EMPLOYMENT ELIGIBILITY

In accordance with the Immigration Reform and Control Act of 1986, all people hired after November 6, 1986, are required to present to the Court, at the time of appointment, original documents which show satisfactory proof of 1.) identity and 2.) U.S. Citizenship or a legal authorization to work in the United States.

EMPLOYEE ACKNOWLEDGEMENT AND DISCLOSURE STATEMENT

I acknowledge that I have received, read, and understand the job description for my position, including the essential duties and required knowledge, skills, and abilities. I affirm that I am able to perform these responsibilities, with or without reasonable accommodation.

I understand the duties, responsibilities, and expectations associated with my position and agree to perform my job in accordance with these standards. I further understand that this document does not constitute a contract of employment.

I further acknowledge that I am employed at the will of the Court, as provided under Government Code § 71634.1, and the Court reserves the right to modify, amend, or terminate any policies, procedures, or job responsibilities described herein at its discretion, in accordance with applicable law.

Employee Signature: _____Date: _____